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**Request to Waive the COPN Review Schedule Requirements of 12VAC5-220-200**

1 message

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Nathan Mortier <Nathan@mellettepc.com>

Sat, Aug 15, 2020 at 9:01 PM

To: "norm.oliver@vdh.virginia.gov" &lt;norm.oliver@vdh.virginia.gov&gt;

Cc: "COPN@vdh.virginia.gov" &lt;COPN@vdh.virginia.gov&gt;, "piro.mannino@vdh.virginia.gov" &lt;piro.mannino@vdh.virginia.gov&gt;, "erik.bodin@vdh.virginia.gov" &lt;erik.bodin@vdh.virginia.gov&gt;

**Citrix Attachments**

Expires February 11, 2021

Exhibit A - MIASC Repair tickets entered online.pdf	1.1 MB
Exhibit B - MIASC Repair Orders.pdf	5.3 MB
Exhibit C - MIASC Communications with Pro...ger.pdf	6.5 MB
Exhibit D – July 2, 2020 Flooding Pictures.pdf	2.5 MB
Ltr to Commissioner Oliver re Waiver of Ba...020.pdf	132.4 KB

[Download Attachments](#)

Nathan Mortier uses Citrix Files to share documents securely.

Dear Dr. Oliver:

Please see the attached request to waive the COPN review schedule requirements pursuant to 12VAC5-220-220 due to an emergency requiring relocation of Mary Immaculate Ambulatory Surgery Center within Planning District 21. Due to size, the documents are being sent via Citrix Files. A paper copy of the request is being simultaneously transmitted via overnight delivery and via email to the Division of Certificate of Public Need. Thank you very much for your consideration of this request.

Sincerely,

Nathan C. Mortier

Mellette PC

428 McLaws Circle, Suite 200

Williamsburg, Virginia 23185

(757) 259-9200

(757) 259-9201 fax

nathan@mellettepc.com



**Attachments.html**

6K

# Mellette PC

Attorneys at Law  
Serving Health Care Providers

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**Nathan C. Mortier, Esq.**  
E-Mail: [nathan@mellettepc.com](mailto:nathan@mellettepc.com)

**Mailing Address:**  
P.O. Box 6133  
Williamsburg VA 23188

August 15, 2020

**RECEIVED**

**AUG 17 2020**

**VDH/OLC**

**Via Overnight Delivery and Email: [Norm.Oliver@vdh.virginia.gov](mailto:Norm.Oliver@vdh.virginia.gov)**

M. Norman Oliver, MD, MA  
State Health Commissioner  
109 Governor Street  
Richmond, VA 23219

**Re: *Mary Immaculate Ambulatory Surgery Center  
Request to Waive the Review Schedule Requirements of 12VAC5-220-200***

Dear Dr. Oliver:

I write on behalf of Mary Immaculate Ambulatory Surgery Center ("Mary Immaculate ASC" or "ASC") to request an emergency review of its application for a Certificate of Public Need ("COPN") to relocate its existing ambulatory surgery center to a new site within Planning District 21 ("PD 21"). Pursuant to 12VAC5-220-220, the Commissioner may, upon the request of an applicant, waive the review schedule requirements of 12VAC5-220-200, including the batch cycle process and the 30-day period between a Letter of Intent and the submission of an application, in the case of a documented emergency. Mary Immaculate ASC requests that this letter serve as its Letter of Intent to submit an application upon approval of the waiver to relocate its facility to a new site within PD 21.

Mary Immaculate ASC received COPN approval in 2004 to operate on the Bon Secours Mary Immaculate Hospital main campus in the medical pavilion. This medical pavilion was built in 1991. At the time, locating the ASC in this medical office on the hospital campus appeared to be the most convenient option to serve outpatients in one centralized location. Mary Immaculate ASC is a tenant in the building, which is managed by Lillibridge Healthcare Services, Inc. Unfortunately, over the past year, problems with the physical plant of the ASC have accelerated and have begun to interfere with the ASC's ability to timely and effectively provide care to patients. These physical plant issues have resulted in cancellations and rescheduling of patient surgeries, as well as several "near-misses" where patients would have been impacted had it not been for creative shuffling of surgeries and the use of other portions of the building.

Persistent problems with the ASC's current physical plant have caused many interruptions in patient care. For example, there have been multiple plumbing issues leading to sewage back up and a foul smell in the post-anesthesia care unit ("PACU") and pre-operation area sink that has

required intervention. **(Exhibits A-B)**. When there is a sewage back up, all PACU patients must be moved out of an abundance of caution to a different area due to the smell and potential contamination, disrupting patient care. While other space within the ASC can be used temporarily as a PACU, the relocation imposes hardships on the patients that must be relocated and reduces the efficiency of ASC operations. The ASC has also documented various other recurring plumbing issues, such as faucet leaks and drainage issues. **(Exhibits A-C)**. A permanent solution to these plumbing issues has not been identified and appears to be unlikely, meaning that disruptions will likely continue until the ASC is able to be relocated to a suitable building.

Aging of the building and mechanical systems has caused other disruptions. There have been blockages in the building air handlers on the roof leading to numerous water leaks and frequent replacement of damaged ceiling tiles. **(Exhibits A-C)**. The HVAC has failed on occasion, and there have been electrical issues that were not resolved. **(Exhibits A-B)**. There has been no effort by the building owner to purchase new equipment or make long-term repairs that would allow for a lower-cost alternative to relocating the facility.

The ongoing physical plant issues came to a head on July 2, 2020 and made this emergency request necessary. A ceiling leak that had allegedly been repaired in May of 2020 became so bad that the pre-operative rooms flooded and necessitated their closure while the leak was repaired. **(Exhibits A, D)**. Thankfully, only one surgeon was scheduled to operate on a few patients, and the ASC was able to utilize other spaces to ensure the surgeries could go forward without interruption. However, it is rare that only one surgeon is scheduled on any given day. Had this flooding occurred on a typical day, surgeries would have had to be cancelled and patients would have been forced to reschedule. Rescheduling surgeries is a major inconvenience to patients and prevents the ASC from providing high quality, timely surgical care.

Mary Immaculate ASC has repeatedly documented and discussed these ongoing issues with the property manager. **(Exhibits A-C)**. The specific leak in the pre-operative area was noticed in May and allegedly corrected **(Exhibit C at 7)**, but obviously was not properly repaired and led to the flooding incident in July. There is also a history of many phone calls and verbal discussions regarding the various problems with the facility. The ASC has repeatedly proposed updating mechanical equipment and replacing the items that are causing issues. However, the building owner has taken an approach of offering piecemeal fixes until the next incident occurs and dismissing any discussions of long-term solutions. While the ASC has been able to flexibly respond to several incidents that could have become bigger problems, it became clear after the July flooding incident that it was no longer realistic to remain in this building and serve patients. The building owner's refusal to engage in any permanent solutions necessitates this emergency request.

Mary Immaculate ASC is committed to high quality patient care, but the issues with the current facility have led to cancelled appointments and disruptions in patient care. Mary Immaculate ASC is concerned that if these issues are not addressed and the facility is not relocated to a more appropriate building, the physicians will be unable to provide consistent and reliable care moving forward. While Mary Immaculate ASC would have preferred to move forward with an application to relocate or replace the center within a normal batch cycle, this emergency request is

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August 15, 2020

Page 3

necessary due to the escalation in the physical plant's failures over the past few weeks and almost immediately past the most recent LOI deadline. If Mary Immaculate ASC is required to wait until the next batching cycle in four and a half months, it could be over a year before the Commissioner is able to complete his review of the application. While Mary Immaculate ASC will continue to address issues with the physical plant as they come up, the increased severity of issues over the past month make it likely that the failures in the building structure will continue to escalate and will result in many cancelled full days of surgeries. During these uncertain times related to the pandemic, patients have even less flexibility in scheduling surgeries, which makes last-minute cancellations a great burden to place on patients.

DCOPN staff recently confirmed that there are no other applications within the Planning District in the current cycle, and thus there will be no impact on other potential projects. Further, Mary Immaculate ASC requests to relocate its existing facility to a new building with no addition in the number of existing operating rooms, making this project inventory neutral and unlikely to have any effect on other providers.

Mary Immaculate ASC is in preparation of its application and intends to file it as soon as possible following the Commissioner's approval of the waiver to the batching and timing requirements. Mary Immaculate ASC will take all necessary action to ensure that the review of this project is expeditious. While Mary Immaculate ASC will continue to do everything necessary to ensure the continuation of high-quality patient care to its patients in the meantime, the approval of this emergency request will enable the ASC to continue to serve its patients safely and without delay or interruption. Thank you for your time and consideration of this request.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Nathan Mortier', with a long horizontal flourish extending to the right.

Nathan Mortier

Cc: Erik Bodin (via email)  
Piero Mannino (via email)  
Patricia Stibbs (via email)

Problem Type	Date	Time	Details
Sewage smell	3/6/2020	12:38	Foul smell in PACU Phase One hopper sink
	10/18/2017	10:31	Sewage smell in PACU and near OR doors
	11/2/2016	10:58	PACU drain had a sewage smell
Plumbing			Ceiling flood in Pre-op from broken pipe in airhandler on roof. Forced to move patients to
	7/2/2020	6:20	PACU. Pictures attached
	6/23/2020	5:15	Toilet slow to flush and attempting to back up.
	2/25/2020	10:19	Pre-op sink not draining
	1/24/2020	1:27	Leaking around faucet in PACU
	1/14/2020	11:06	OR 2 & 3 Substerile sink not draining
	11/20/2019	8:37	Locker room toilet still leaking and 2nd is also leaking
	11/18/2020	12:50	Toilet stopped up and overflowed in locker room
	12/11/2019	11:28	Toilet leaking in locker room and sink has no pressure in patient restroom.
	10/21/2019	12:28	Patient rest room toilet won't flush
	10/16/2019	10:37	Drain backing up in SPD
	8/27/2019	10:19	Toilet won't flush in patient restroom
	8/27/2019	1:42	Eye was station not working properly
	8/20/2019	8:19	Scrub sink won't turn on or run between OR 2 & 3
	4/18/2019	2:43	Men's locker room toilet clogged
	4/10/2019	11:57	PACU restroom and ladies locker room toilet not flushing properly
	2/27/2019	1:03	Water pipe to autoclave is leaking
HVAC	1/15/2020	8:22	No air circulating in office area and waiting room
	1/18/2019	3:36	Request investigation of power interruptions in MIASC suite
	4/17/2019	12:01	A/C too cold in Operating Room
	8/8/2020	6:30	A/C too cold in Operating Room
Electrical	8/16/2019	8:02	Overhead light in OR 2 will not shut off
	6/25/2019	10:19	Burning smell in PACU

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**Work Order for  
Mary Immaculate Pavilion**

Work 628647498

Statement 08/12/2020

Status COMPLETED

Engineer

Mary Immaculate Pavilion

Vendor McCoy Plumbing

Newport News, VA 23602

Client: Tenant Contact

Issue: Plumbing

Floor: 1

Mary Immaculate Hospital (Ambulatory  
Surgery Center)

Location: PACU

Suite: 103

, (757)369-7000

Date 11/15/2016 10:58 AM

**Billable Note:**

Date	User	
11/02/2016 9:15 AM	Blizzard, Shenae	Drain in PACU area has a sewage smell coming from it. Called Matt with McCoy plumbing and he will be on-site by 11am.

Materials:	Description	Unit Cost	Quantity	Pre Tax Total

Time:	Employee/Vendor	Rate	Hours	Pre Tax Total

**Notes:**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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Work Order for  
Mary Immaculate Pavilion

Work 1781674065  
Status CLOSED  
Mary Immaculate Pavilion  
Newport News, VA 23602

Statement 08/12/2020  
Engineer  
Vendor Atlantic Constructors, Inc.

Client: Janet Brunelle  
7573697000  
Mary Immaculate Hospital (Ambulatory  
Surgery Center)

Issue: Plumbing  
Floor: 1  
Location: Womens Locker Room  
Suite: 103

Date 12/26/2019 1:09 PM  
(757)369-7000

**Billable Note:**

Date	User	
11/18/2019 12:50 PM	Brunelle, Janet	Toilet stopped up and has over flowed onto the floor

Materials:	Description	Unit Cost	Quantity	Pre Tax Total

Time:	Employee/Vendor	Rate	Hours	Pre Tax Total

Notes:

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_



Work Order for  
Mary Immaculate Pavilion

Work 1858939405  
Status CLOSED  
Mary Immaculate Pavilion  
Newport News, VA 23602

Statement 08/12/2020  
Engineer  
Vendor Atlantic Constructors, Inc.

Client: Amber Hatcher  
(757)234-6604  
Mary Immaculate Hospital (Ambulatory  
Surgery Center)  
  
(757)369-7000

Issue: Leaks  
Floor: 1  
Location: PACU/RECOVERY PHASE 1  
Suite: 103  
  
Date 02/18/2020 5:26 PM

**Billable Note:**

Date	User	
01/24/2020 1:27 PM	Hatcher , Amber	Leaking around faucet handle.

Materials:	Description	Unit Cost	Quantity	Pre Tax Total

Time:	Employee/Vendor	Rate	Hours	Pre Tax Total

Notes:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Work Order for  
Mary Immaculate Pavilion

Work 1881079531  
Status CLOSED  
Mary Immaculate Pavilion  
Newport News, VA 23602

Statement 08/12/2020  
Engineer  
Vendor Atlantic Constructors, Inc.

Client: Amber Hatcher  
(757)234-6604  
Mary Immaculate Hospital (Ambulatory  
Surgery Center)  
,  
(757)369-7000

Issue: Other  
Floor: 1  
Location: PreOp Sink  
Suite: 103

Date 02/25/2020 10:19 AM

**Billable Note:**

Date 02/10/2020 4:59 PM  
User Hatcher , Amber

Pre-Op Sink not draining properly. Please advise.

Materials:	Description	Unit Cost	Quantity	Pre Tax Total
Time:	Employee/Vendor	Rate	Hours	Pre Tax Total

**Notes:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Work Order for  
Mary Immaculate Pavilion

Work 1846619386  
Status CLOSED  
Mary Immaculate Pavilion  
Newport News, VA 23602

Statement 08/12/2020  
Engineer  
Vendor Atlantic Constructors, Inc.

Client: Janet Brunelle

Issue: Plumbing

7573697000

Floor: 1

Mary Immaculate Hospital (Ambulatory  
Surgery Center)

Location: Sub Sterile Area-between OR 2&3  
Suite: 103

(757)369-7000

Date 03/05/2020 11:15 AM

**Billable Note:**

Date	User	
01/14/2020 11:06 AM	Brunelle, Janet	Water not draining in the sub sterile area between OR 2 & OR 3

Materials:	Description	Unit Cost	Quantity	Pre Tax Total

Time:	Employee/Vendor	Rate	Hours	Pre Tax Total

**Notes:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Work Order for  
Mary Immaculate Pavilion

Work 1913768335  
Status COMPLETED  
Mary Immaculate Pavilion  
Newport News, VA 23602

Statement 08/12/2020  
Engineer  
Vendor CE Moore Corp

Client: Amber Hatcher  
(757)234-6604  
Mary Immaculate Hospital (Ambulatory  
Surgery Center)

Issue: Other  
Floor: 1  
Location: PACU PHASE 1  
Suite: 103

,  
(757)369-7000

Date 03/31/2020 2:06 PM

**Billable Note:**

Date	User	
03/06/2020 12:38 PM	Hatcher , Amber	PACU Phase 1 Our Hopper sink has a fowl/waste smell coming from it. Please send someone to advise. Thanks. Amber

Materials:	Description	Unit Cost	Quantity	Pre Tax Total

Time:	Employee/Vendor	Rate	Hours	Pre Tax Total

**Notes:**

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Work Order for  
Mary Immaculate Pavilion

Work 2012688997  
Status CLOSED  
Mary Immaculate Pavilion  
Newport News, VA 23602

Statement 08/12/2020  
Engineer  
Vendor Atlantic Constructors, Inc.

Client: Patricia Stibbs  
7573697000  
Mary Immaculate Hospital (Ambulatory  
Surgery Center)

Issue: Plumbing  
Floor: 1  
Location: Patient Bathroom outside Pre-op  
Suite: 103

(757)369-7000

Date 07/15/2020 8:49 AM

**Billable Note:**

Date	User	
06/23/2020 5:15 PM	Stibbs, Patricia	Toilet is slow to flush and attempting to back up. We've plunged but it hasn't improved.

Materials:	Description	Unit Cost	Quantity	Pre Tax Total

Time:	Employee/Vendor	Rate	Hours	Pre Tax Total

**Notes:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Hatcher, Amber**

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**From:** Hatcher, Amber  
**Sent:** Tuesday, February 18, 2020 11:31 AM  
**To:** 'Blizzard, Shenae'  
**Subject:** RE: [External] FW: Mary Immaculate Pavilion - Other #1881079531

Thanks Shenae!!! Clay is here and looking forward to ACI this afternoon.

Amber O. Hatcher  
Business Office Manager  
Mary Immaculate Ambulatory Surgery Center  
12720 McManus Blvd Suite 103  
Newport News, VA 23608  
Phone: 757-369-7000  
Fax: 757-369-3465

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**From:** Blizzard, Shenae [mailto:Shenae.Blizzard@Lillibridge.com]  
**Sent:** Tuesday, February 18, 2020 9:18 AM  
**To:** Hatcher, Amber <ahatcher@uspi.com>  
**Subject:** RE: [External] FW: Mary Immaculate Pavilion - Other #1881079531

Good morning Amber,

Thank you for the follow up email. Unfortunately, I had a Doctor's appointment yesterday and did not see your email until this morning. I've already scheduled ACI to come after 2:30 today for the Pre-Op sink. The glove box and locker work orders have been assigned to CE Moore and Clay will stop by today to at the very least take care of the jammed locker.

I hope you have a good rest of your day Amber.

Kind regards,

**Shenae' Blizzard**  
Senior Property Manager  
Lillibridge Healthcare Services, Inc.  
110 Kingsley Lane, Suite 508- Norfolk, VA 23505

[shenae.blizzard@lillibridge.com](mailto:shenae.blizzard@lillibridge.com) | [www.lillibridge.com](http://www.lillibridge.com)

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**From:** Hatcher, Amber <ahatcher@uspi.com>  
**Sent:** Tuesday, February 18, 2020 8:54 AM

## Hatcher, Amber

---

**From:** Blizzard, Shenae <Shenae.Blizzard@Lillibridge.com>  
**Sent:** Wednesday, March 04, 2020 3:17 PM  
**To:** Hatcher, Amber  
**Cc:** Gorski, Leigh Ann  
**Subject:** [External] Mary Immaculate Pavilion: Plumbing Request

Good afternoon Amber,

I wanted to reach out to you and ask if I could possibly schedule Drew with Atlantic Constructors to access your space one very early morning at approximately 5:30am? We believe there is a water shut off valve in your ceiling that controls the common area restrooms in which we need to make a repair. Drew would only need access to your breakroom briefly to cut the valve off then again to cut the valve back on. Do you have a day this week that would accommodate Drew's schedule? Any help you can provide is greatly appreciated. Thank you.

Kind regards,

**Shenae' Blizzard**  
Senior Property Manager  
Lillibridge Healthcare Services, Inc.  
110 Kingsley Lane, Suite 508- Norfolk, VA 23505

[shenae.blizzard@lillibridge.com](mailto:shenae.blizzard@lillibridge.com) | [www.lillibridge.com](http://www.lillibridge.com)

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## Hatcher, Amber

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**From:** Blizzard, Shenae <Shenae.Blizzard@Lillibridge.com>  
**Sent:** Thursday, March 05, 2020 12:25 PM  
**To:** Hatcher, Amber  
**Subject:** RE: [External] Mary Immaculate Pavilion: Atlantic Constructors

Thank you.

Kind regards,

**Shenae' Blizzard**  
Senior Property Manager  
Lillibridge Healthcare Services, Inc.  
110 Kingsley Lane, Suite 508- Norfolk, VA 23505

[shenae.blizzard@lillibridge.com](mailto:shenae.blizzard@lillibridge.com) | [www.lillibridge.com](http://www.lillibridge.com)

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**From:** Hatcher, Amber <ahatcher@uspi.com>  
**Sent:** Thursday, March 5, 2020 12:20 PM  
**To:** Blizzard, Shenae <Shenae.Blizzard@Lillibridge.com>  
**Subject:** RE: [External] Mary Immaculate Pavilion: Atlantic Constructors

**\* External Email - Exercise Caution \***

Yes mam. I will let the girls up front know. We open at 5:30am

Amber O. Hatcher  
Business Office Manager  
Mary Immaculate Ambulatory Surgery Center  
12720 McManus Blvd Suite 103  
Newport News, VA 23608  
Phone: 757-369-7000  
Fax: 757-369-3465

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**From:** Blizzard, Shenae [mailto:Shenae.Blizzard@Lillibridge.com]  
**Sent:** Thursday, March 05, 2020 11:51 AM  
**To:** Hatcher, Amber <ahatcher@uspi.com>  
**Subject:** [External] Mary Immaculate Pavilion: Atlantic Constructors



Good morning Amber,

As discussed yesterday afternoon, I would like to ask if you can provide access to Drew with Atlantic Constructors to the breakroom within your suite to access a water valve located in the ceiling that controls the water in the common area restrooms. He would like to come tomorrow morning at 5:30am. Please advise if this is agreeable. He would only need access to turn the valve off and back on again within a 30 minute window. Any assistance you can provide is greatly appreciated. Thank you.

Kind regards,

**Shenae' Blizzard**

Senior Property Manager

Lillibridge Healthcare Services, Inc.

110 Kingsley Lane, Suite 508- Norfolk, VA 23505

[shenae.blizzard@lillibridge.com](mailto:shenae.blizzard@lillibridge.com) | [www.lillibridge.com](http://www.lillibridge.com)

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## Hatcher, Amber

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**From:** Blizzard, Shenae <Shenae.Blizzard@Lillibridge.com>  
**Sent:** Friday, March 06, 2020 11:04 AM  
**Subject:** [External] Mary Immaculate Pavilion: Plumbing Repair

Good morning Tenants of the Mary Immaculate Pavilion building,

Property Management scheduled a plumbing repair for the second level women's restroom that required turning off the water to the first and second floor common area restrooms at 5:30am this morning. Once water service was returned to the restrooms, we found that some of the commodes in the building may have dirty water from the plumbing line. Should you or someone from your staff notice dirty water in the commode(s) within your space, please flush multiple times to clear the dirty water from your tank. If you have any questions, please don't hesitate to contact Property Management. Thank you.

Kind regards,

**Shenae' Blizzard**  
Senior Property Manager  
Lillibridge Healthcare Services, Inc.  
110 Kingsley Lane, Suite 508- Norfolk, VA 23505

[shenae.blizzard@lillibridge.com](mailto:shenae.blizzard@lillibridge.com) | [www.lillibridge.com](http://www.lillibridge.com)

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## Hatcher, Amber

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**From:** Hatcher, Amber  
**Sent:** Wednesday, May 20, 2020 12:12 PM  
**To:** 'Blizzard, Shenae'  
**Subject:** RE: [External] Pre-Op HVAC Leak

Shenae,

I am so sorry I am just now getting back with you. The gentleman came by yesterday afternoon (cannot remember his name) but he looked at the leak and told Patty he needed to order a part and then come back to the center—possibly in the evening due to the mess it could cause. Per Patty she informed him that we would be here the next 2 Fridays with no patients if that worked for him. He is ordering the part and will get back in touch with us. Sorry for the delayed response. Let me know if you need anything more.

Thank you!!!

Amber O. Hatcher  
Business Office Manager  
Mary Immaculate Ambulatory Surgery Center  
12720 McManus Blvd Suite 103  
Newport News, VA 23608  
Phone: 757-369-7000  
Fax: 757-369-3465

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**From:** Blizzard, Shenae [mailto:Shenae.Blizzard@Lillibridge.com]  
**Sent:** Tuesday, May 19, 2020 3:21 PM  
**To:** Hatcher, Amber <ahatcher@uspi.com>  
**Subject:** [External] Pre-Op HVAC Leak

Hi Amber,

CE Moore came to your suite today to change ceiling tiles and light bulbs and discovered a leak in the pre-op area. I wanted to check to see if you would be there until 5pm so we can have our HVAC contractor CE Moore check to see if the leak is coming from our system or James River's system. Please advise at your earliest convenience. Thank you.

Kind regards,

**Shenae' Blizzard**  
Senior Property Manager  
Lillibridge Healthcare Services, Inc.  
110 Kingsley Lane, Suite 508- Norfolk, VA 23505

[shenae.blizzard@lillibridge.com](mailto:shenae.blizzard@lillibridge.com) | [www.lillibridge.com](http://www.lillibridge.com)

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## Hatcher, Amber

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**From:** Bethea-Hass, Kate <Kate.Bethea-Hass@lillibridge.com>  
**Sent:** Friday, May 29, 2020 2:59 PM  
**To:** Gorski, Leigh Ann; Blizzard, Shenae; Hatcher, Amber  
**Cc:** Stibbs, Patricia  
**Subject:** RE: [External] Mary Immaculate Pavilion: HVAC Valve Replacement

Good afternoon Amber,

I wanted to send this as a follow up to my message & apologize for the miscommunication. Carrier did come by & went to put the new valve in & it was also broken. They have ordered another new one and as soon as it arrives they will get it installed.

Again we apologize for this miscommunication & delay. Please let us know if you have any questions or need anything else.

Thank you,

*KCBHass*

Kate Bethea-Hass  
Administrative Assistant  
Lillibridge Healthcare Services, Inc.  
c/o Shannon Health, BSB, Bon Secours Health System, Inc. & Harbour View MOB II LLC  
110 Kingsley Lane, Suite 508 – Norfolk, VA 23505

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**From:** Gorski, Leigh Ann  
**Sent:** Friday, May 29, 2020 11:18 AM  
**To:** Blizzard, Shenae <Shenae.Blizzard@Lillibridge.com>; Hatcher, Amber <ahatcher@uspi.com>  
**Cc:** Bethea-Hass, Kate <Kate.Bethea-Hass@lillibridge.com>; Davenport, Michael J <Michael.J.Davenport@Carrier.com>; Stibbs, Patricia <pstibbs@uspi.com>  
**Subject:** RE: [External] Mary Immaculate Pavilion: HVAC Valve Replacement

I talked with Amber but as an update to the group, the technician has a family emergency he needs to address and will be delayed about 2 hours in arrival.

Thanks,

Leigh Ann Gorski, CPM®  
General Manager  
Lillibridge Healthcare Services, Inc.  
110 Kingsley Lane, Suite 508, Norfolk, VA 23505

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**From:** Gorski, Leigh Ann  
**Sent:** Friday, May 29, 2020 11:10 AM  
**To:** Blizzard, Shenae <[Shenae.Blizzard@Lillibridge.com](mailto:Shenae.Blizzard@Lillibridge.com)>; Hatcher, Amber <[ahatcher@uspi.com](mailto:ahatcher@uspi.com)>  
**Cc:** Bethea-Hass, Kate <[Kate.Bethea-Hass@lillibridge.com](mailto:Kate.Bethea-Hass@lillibridge.com)>; Davenport, Michael J <[Michael.J.Davenport@Carrier.com](mailto:Michael.J.Davenport@Carrier.com)>; Stibbs, Patricia <[pstibbs@uspi.com](mailto:pstibbs@uspi.com)>  
**Subject:** RE: [External] Mary Immaculate Pavilion: HVAC Valve Replacement

Good morning Amber,

I talked with Carrier a few minute ago. The technician had to pick up parts this morning and left the shop about 30 minutes ago. You should see him shortly and to my understanding the work will take about 2 hours to complete.

Thanks,

**Leigh Ann Gorski, CPM®**  
General Manager  
Lillibridge Healthcare Services, Inc.  
110 Kingsley Lane, Suite 508, Norfolk, VA 23505

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**From:** Blizzard, Shenae  
**Sent:** Saturday, May 23, 2020 6:32 AM  
**To:** Hatcher, Amber <[ahatcher@uspi.com](mailto:ahatcher@uspi.com)>  
**Cc:** Gorski, Leigh Ann <[leigh.gorski@lillibridge.com](mailto:leigh.gorski@lillibridge.com)>; Bethea-Hass, Kate <[Kate.Bethea-Hass@lillibridge.com](mailto:Kate.Bethea-Hass@lillibridge.com)>; Davenport, Michael J <[Michael.J.Davenport@Carrier.com](mailto:Michael.J.Davenport@Carrier.com)>; Stibbs, Patricia <[pstibbs@uspi.com](mailto:pstibbs@uspi.com)>  
**Subject:** RE: [External] Mary Immaculate Pavilion: HVAC Valve Replacement

Sounds good.

Mike, please advise what time someone will be arriving to make the repair next Friday. Thank you.

Kind regards,

**Shenae' Blizzard**  
Senior Property Manager

Lillibridge Healthcare Services, Inc.  
110 Kingsley Lane, Suite 508- Norfolk, VA 23505

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**From:** Hatcher, Amber <[ahatcher@uspi.com](mailto:ahatcher@uspi.com)>  
**Sent:** Friday, May 22, 2020 1:20 PM  
**To:** Blizzard, Shenae <[Shenae.Blizzard@Lillibridge.com](mailto:Shenae.Blizzard@Lillibridge.com)>  
**Cc:** Gorski, Leigh Ann <[leigh.gorski@lillibridge.com](mailto:leigh.gorski@lillibridge.com)>; Bethea-Hass, Kate <[Kate.Bethea-Hass@lillibridge.com](mailto:Kate.Bethea-Hass@lillibridge.com)>; Davenport, Michael J <[Michael.J.Davenport@Carrier.com](mailto:Michael.J.Davenport@Carrier.com)>; Stibbs, Patricia <[pstibbs@uspi.com](mailto:pstibbs@uspi.com)>  
**Subject:** RE: [External] Mary Immaculate Pavilion: HVAC Valve Replacement

**\* External Email - Exercise Caution \***

Yes, Shenae!! Next Friday is ideal!!!! Someone will be here by 700am. Please advise approximant arrival time just to let my staff know when to expect them. My direct desk phone is 757-234-6604 and cell phone 757-761-3771 because our main phone will be off this day.

Thanks so much!!!!

Amber O. Hatcher  
Business Office Manager  
Mary Immaculate Ambulatory Surgery Center  
12720 McManus Blvd Suite 103  
Newport News, VA 23608  
Phone: 757-369-7000  
Fax: 757-369-3465

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**From:** Blizzard, Shenae [<mailto:Shenae.Blizzard@Lillibridge.com>]  
**Sent:** Friday, May 22, 2020 12:26 PM  
**To:** Hatcher, Amber <[ahatcher@uspi.com](mailto:ahatcher@uspi.com)>  
**Cc:** Gorski, Leigh Ann <[leigh.gorski@lillibridge.com](mailto:leigh.gorski@lillibridge.com)>; Bethea-Hass, Kate <[Kate.Bethea-Hass@lillibridge.com](mailto:Kate.Bethea-Hass@lillibridge.com)>; Davenport, Michael J <[Michael.J.Davenport@Carrier.com](mailto:Michael.J.Davenport@Carrier.com)>  
**Subject:** [External] Mary Immaculate Pavilion: HVAC Valve Replacement

Good afternoon Amber,

The replacement valve has arrived for the HVAC leak that was in pre-op. The HVAC company would like to install next Friday, May 29<sup>th</sup> in the morning. Is that day agreeable with your patient schedule?





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